Enterprise IT Engineering Study Plan (2026 Edition)

Learning Objectives

The most in-demand IT skills for 2026 | OkooneAI Is Redefining IT Support Roles | Ascend Education

This guide is designed to bridge the gap between BPO-level hardware support and **Global Service Desk IT Engineering** roles in Clark, Pampanga. By the end of this plan, you will be proficient in:

- **Identity Management:** Managing hybrid users via Microsoft Entra ID.
- **Infrastructure:** Administering Windows Server 2025 and basic Linux environments.
- **Networking:** Configuring enterprise networks using Cisco protocols.
- **AI Operations:** Utilizing AI prompt engineering to automate support tickets. [1, 2, 3, 4, 5]

The target for this plan is to qualify for roles at companies like TRT Global Solutions, which currently offer salaries between **₱60,000 and ₱90,000 per month** in Clark. [6]

Phase 1: Identity & Endpoint Management (Months 1–2)

This phase focuses on the "Heart of IT"—managing who can access company data and how their devices are secured.

Topic [7, 8, 9, 10]	Focus Area	Resource Link
Microsoft Entra ID	User/Group Management, Password Resets	Free Entra ID Training
Microsoft Intune	Remote Device Enrollment & Policies	Intune Free Trial Setup
Endpoint Security	Compliance Policies & App Deployment	Step-by-Step Trial Labs

Key Tasks for Lenovo Downtime:

1. Set up a Microsoft Intune Free Trial.
2. Practice creating an "Organizational Unit" (OU) and assigning user licenses.
3. Learn to differentiate between "Locked" and "Disabled" accounts in a hybrid cloud environment. [8, 9, 11]

Phase 2: Modern Enterprise Infrastructure (Months 3–4)

Intro to Windows Server 2025 - Windows Server Video Tutorial ...

Transition your hardware knowledge into server administration. TRT and other Clark-based MSPs specifically look for experience in UNIX and modern Windows Server editions. [12, 13]

Windows Server 2025

- **Focus:** Installation, Active Directory (AD) security tools, and the Windows Admin Center (WAC).
- **Resource:** Introduction to Windows Server 2025. [1]

Linux Fundamentals

- **Focus:** Command-line basics, file permissions, and shell scripting.
- **Resource:** Cisco Linux Unhatched (8-Hour Course).
- **Gamified Practice:** Use OverTheWire to practice Linux commands while gaming during shift lulls. [14, 15, 16, 17]

Phase 3: Core Networking & Frameworks (Months 5–6)

Free CCNA | Packet Tracer Introduction | Day 1 Lab | CCNA ...Free CCNA 200-301 v1.1 Lab 1 - How to use Packet Tracer ...What is Cisco Packet Tracer? | Free Training and Download

Finalize your technical foundation by mastering the "plumbing" of IT and the international standards for service management.

Cisco Networking

- **Goal:** Learn TCP/IP, DHCP, and DNS troubleshooting.
- **Practical Lab:** Download Cisco Packet Tracer and follow the free Getting Started Guide. [4, 18]

ITIL v4 Foundation

Global firms follow the ITIL framework to distinguish between **Incidents** and **Problems**. [19]

- **Prep:** Use the ITIL 4 Foundation Prep App for daily quizzes on your phone. [20]

□ AI Literacy for Support

- **Focus:** Use Generative AI for **Prompt Engineering** to troubleshoot complex errors or draft professional emails to stakeholders.
- **Skill:** Build your personal "AI stack" to automate repetitive documentation tasks. [5, 21, 22]

Glossary of Terms (2026 Edition)

- **Entra ID:** The 2026 standard for identity management (formerly Azure AD).
- **Incident vs. Problem:** An incident is a single failure (e.g., one laptop down); a problem is the underlying cause of multiple incidents.
- **Prompt Engineering:** The skill of writing clear instructions for AI tools to get higher-quality technical outputs.
- **SLA (Service Level Agreement):** The contractually agreed time within which a ticket must be resolved.
- **WAC (Windows Admin Center):** A modern, browser-based management tool for Windows Server 2025. [19, 21, 23]

[1] https://learn.microsoft.com
[2] https://learn.microsoft.com
[3] https://learn.microsoft.com
[4] https://www.netacad.com
[5] https://isupportworldwide.com
[6] https://www.linkedin.com
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